

Mediation Fact Sheet



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What is mediation coaching?

Mediation is a process for helping people reach agreement when they are in conflict. Your mediator acts as a neutral party. The mediator's role is to guide the process of:

- Identifying the issue under dispute
- Sharing information about needs and concerns
- Finding possible solutions to the issue
- Creating an action plan to move forward on the issue

What will your mediator do?

Your mediator will help you and the other person reach a mutually acceptable agreement. Mediators are not judges. They manage the process through which you resolve conflict. They don't make decisions for you. Your mediator will ensure the fairness of the mediation process, facilitate communication and maintain the balance of power between parties.

Mediation needs to be confidential and voluntary for all parties. Typically, the mediation process will involve:

- One confidential, half hour phone discussion with each party
- A three hour mediation session held at your premises
- Sometimes a second, two hour mediation session will be required
- A one hour follow up session to assess the success of your action plan.

Where will your sessions be held?

The sessions can be held at your own workplace or in our Balmain rooms.

What will your sessions cost?

The total cost of your mediation will depend on how many meetings are required. Your mediator will discuss how many sessions will be required when you brief them. Expect to pay:

- \$110 for each half hour phone call prior to mediation
- \$440 per hour for mediation meetings

You will be sent a bill after your coaching session. You can pay by cheque or direct deposit. Please see the attached contract for cancellation terms.

Book your coaching NOW

Call Eleanor Shakiba on 0433 126 841
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Download more information at
www.thinklearnsucceed.com.au